



**NUMBER:** 02-005-10

**GROUP:** Front Suspension

**DATE:** December 23, 2010

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***SUBJECT:***

Squeaking Noise From Front Of The Vehicle When Driving

***OVERVIEW:***

This bulletin involves inspecting both front springs for a bowing condition and if necessary replace both front springs

***MODELS:***

2011 WK Grand Cherokee

**NOTE: This Bulletin applies to vehicles built before July 3, 2010 (MDH 0703XX).**

***SYMPTOM/CONDITION:***

The customer may experience a squeaking noise from the front of the vehicle when driving.

***DIAGNOSIS:***

If the customer experiences the Symptom/Condition, proceed to repair procedure.

***PARTS REQUIRED:***

Qty.	Part No.	Description
(AR) 1	68029618AF	Spring, Front Coil (ZAD, ZND)
(AR) 1	68029619AF	Spring, Front Coil (ZAE, ZNE)
(AR) 1	68029522AC	Shield, Shock Absorber Dust

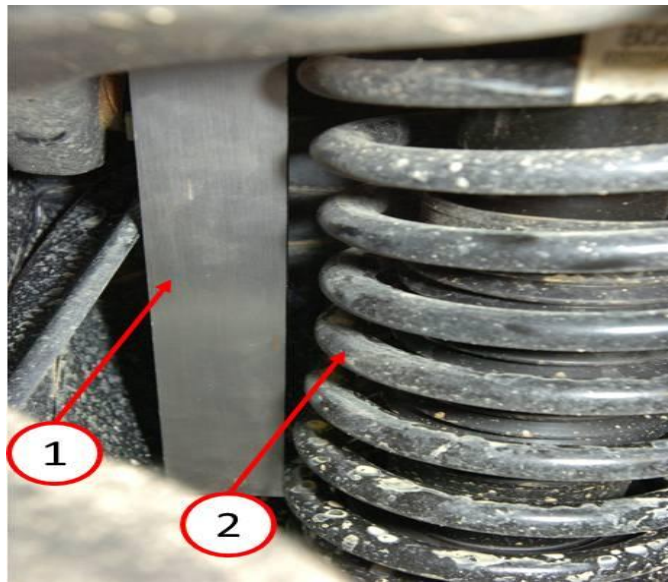
**NOTE: Prior to ordering front coil springs verify the part number on the right and left spring.**

**SPECIAL TOOLS/EQUIPMENT REQUIRED:**

NPN	Branick 7200 Spring Compressor Or Equivalent
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**REPAIR PROCEDURE:**

1. Raise the vehicle on a 2 point chassis hoist. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 04- Vehicle Quick Reference> Hoisting> Standard Procedure> Hoisting
2. Inspect the front right and left coil spring for the correct orientation using a straight edge and place it against the furthest outboard upper and lower coil on the spring as shown in (Fig. 1). Did the spring appear to be bowing?
  - a. Yes>>> Proceed to [Step #3](#).
  - b. No>>> This bulletin does not apply, continue further diagnosis.



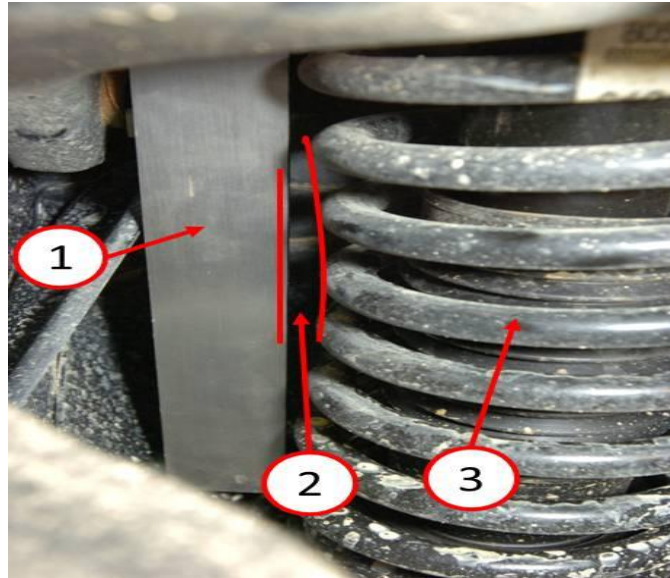
**Fig. 1 Coil Spring Bowing**

1 - Straight Edge

2 - Coil Spring

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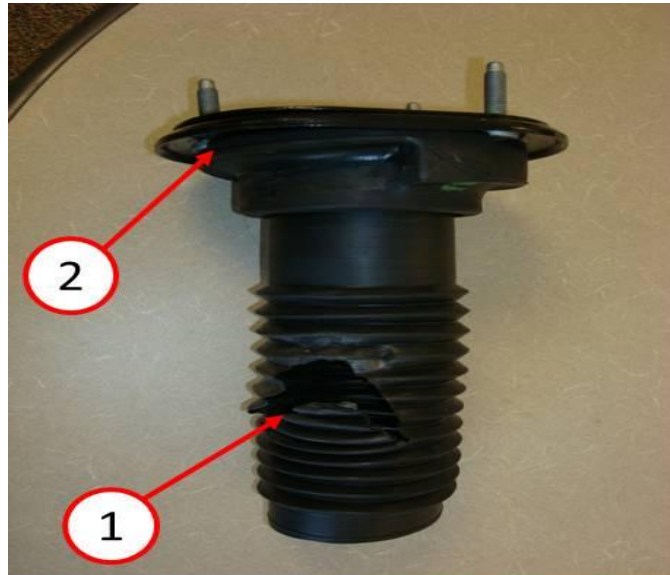
3. Using a 7mm (17/64") drill bit insert it between the straight edge and the inner most bowed area of the spring(Fig. 2). Did the drill bit fit between the spring and the straight edge?
  - a. Yes>>> Proceed to [Step #4](#)
  - b. No>>> This bulletin does not apply, continue further diagnosis.



**Fig. 2 Coil Spring**

- 1 - Straight Edge
  - 2 - Inner Most Bowed Area Of The Spring
  - 3 - Coil Spring
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4. Was the shock absorber dust boot shield torn and/or damaged (Fig. 3)?
  - a. Yes>>> Replace when installing new front coil spring.
  - b. No>>> Proceed to [Step #5](#).



**Fig. 3 Dust Boot Shield**

- 1 - Torn Dust Boot Shield  
2 - Upper Shock Mount

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5. Remove the front right and left coil springs. Refer to the detailed removal procedures available in DealerCONNECT> TechCONNECT under: Service Info> 02- Front Suspension> Front> SPRING, Front Coil> Removal> Without Air Suspension.

**NOTE: When setting the strut assembly in the spring compressor preload the bottom of the spring prior to compressing.**

6. Install new front right and left coil springs. Refer to the detailed installation procedures available in DealerCONNECT> TechCONNECT under: Service Info> 02- Front Suspension> Front> SPRING, Front Coil> Installation> Without Air Suspension.

**NOTE: When installing the front coil springs assure the lower bracket and the upper shock mount are aligned in the correct orientation since the alignment cannot be adjusted upon decompressing the spring.**

7. Install the right and left wheel and tire. Refer to the detailed installation procedures available in DealerCONNECT> TechCONNECT under: Service Info> 22- Tires and Wheels> Wheels> Standard Procedure> Wheel Installation.
8. Return the vehicle to the customer or dealer inventory.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Amount</b>
02-27-01-90	Inspect Only (A)	0.2 Hrs.
02-27-01-91	Inspect And Replace Front Coil Spring Both Sides (4x2 Only) (A)	1.9 Hrs.
02-27-01-92	Inspect And Replace Front Coil Spring Both Sides (4x4 Only) (A)	2.4 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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